

***Welcome***

**to a discussion of the**

***eWiSACWIS Survey***

**and**

***Quality Improvement  
Project***

# Project Manager

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## *The Basics*

- ✚ 1197 people completed the survey
- ✚ 548 people (46%) made comments
- ✚ 316 comments fit into only 1 category.
- ✚ 232 comments broke into multiple categories.
- ✚ 949 total comments broken into 43 different categories.

**They were not all like this:**

*“I think the state and its contractor couldn't have designed a more cumbersome and ineffective system than wisacwis even if they set out to do so. Thinking back to the onset of wisacwis, we thought then that what we were being told didn't make a lot of sense. Unfortunately, we were sold a bill of goods and now we know we were....”*

**Nor were they all like this:**

*“Ewisacwis has gone through many, many changes since I started using it and it has improved greatly. There isn't an area that I have a problem with at this point. Good job!”*

# Six General Categories

1. Fiscal (7)
2. Functionality (452)
3. General Issues (244)
4. Intake (19)
5. Templates (73)
6. Training/Implementation (154)

# Fiscal

*“It is my responsibility to complete the rate setting approvals for the agency and how we are set up there is no historical information provided on the screen to reflect the current rate authorization and history. It would be helpful to have this info available, when approving requests.”*

# Fiscal

*“When posting payments in a trust acct, the client/case you are working is not displayed. If I am interrupted in my work, I have to click back out and go to the previous screen to see who I am working on. I think the client/case name should appear on all the screens.”*



# Functionality

- ✚ 17 Functionality areas identified
- ✚ 245 (54%) fell into these 4 areas:
  - ✚ Flow of Work (95)
  - ✚ Approvals (53)
  - ✚ Search (50)
  - ✚ Prefills (47)

# Flow of Work

*“I think it would be beneficial to have something, some kind of a checklist, to make sure workers know what needs to be done and what has been done on each case. I think this would help make sure all mandated reporter letters are being sent out, safety assessments completed, etc.”*

# Approvals

*“...I find that the system has actually made my responsibilities, as a supervisor, more difficult to meet. Transferring cases to ongoing workers inevitably results in the message that there are "outstanding approvals" required before the case can be transferred. However, there is no way to determine what hasn't been approved without foraging through the entire case to try and uncover some minute detail that hasn't been "approved" on which the successful transfer hinges.”*

# Search

*“Protective service intakes take 4-5 times longer attempting to search people, finding information, and adding an address and phone to each member of a family. I can't believe how difficult and how long it takes to find people who I know are in the system.”*

# Prefills

*“In addition, the issues of writing an address seperately (sic) for every member living in the same home is silly. There needs to be a way to put the address and list who is under the address and change if necessary. Again this may seem simple for a program developer, however if you are using the system and need to enter 8 people it is not user friendly.”*

# Functionality – the rest

- ✚ Errors (33)
- ✚ Ticklers (26)
- ✚ Printing Reports & Formats (20)
- ✚ Slowness of the System (20)
- ✚ Lost Data (16)
- ✚ Consistency/Data Standards (15)

# Functionality (continued)

- ✚ Spellchecker (12)
- ✚ Closures (11)
- ✚ Access to Records (10)
- ✚ Freeze Up (9)
- ✚ Multiple Daily Log Ins (8)
- ✚ Interaction with other Applications (5)
- ✚ Glitches (2)

# General Issues

- ✚ Time Away from Families (63)
- ✚ Not User Friendly (54) +3
- ✚ General Comments (12)
- ✚ Policy Issues (4)
- ✚ HIPAA (2)
- ✚ Suggestions (1)



# **Time Away from Families**

*“I would like to spend more time with my clients rather than on the computer trying to put our work into a system that rejects it.”*

## **Intake (19)**

*“When searching individuals for a Protective Service Intake, why can't we access the intake history of a child through the reference person's file. This would allow the worker to search out the history of the family from one access point. This would not only save time, but increase the accuracy of the intake as well.”*

## **Intake (Continued)**

*“I am an intake worker. I think that it took someone a long time to make this system flow as poorly as it does. The flow from screen to screen is NOT logical or easily followed. Having said that, it is not impossible and I have learned to work with it however there are a number of situations that occur that do not fit in any category on your lists and that makes it difficult to define certain things....”*

# Templates

- ✚ Juveniles Justice/Courts (40)
- ✚ Functionality (29)
- ✚ Case Plans (14)
- ✚ Case Notes (9)
- ✚ Templates (7)
- ✚ Kinship (1)
- ✚ TPR Plans (1)

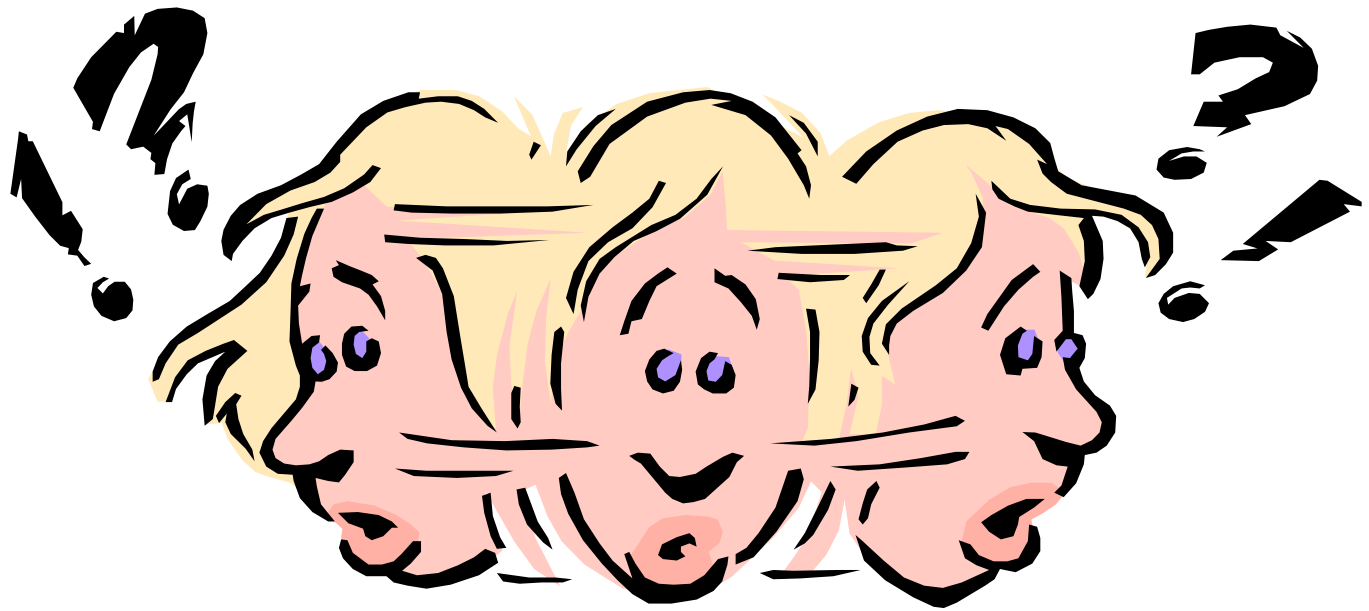
# Juveniles Justice/Courts

*“I am very concerned that the system as developed is not juvenile justice friendly. The permanency plans are very time consuming, difficult to read and have areas that are not applicable to juvenile justice. The court report in the system is not in the least juvenile justice minded and it leaves out needed information for the courts. The system as developed is not efficient for nor is it applicable to the juvenile justice field.”*

# Training/Implementation

- ✚ Help Desk (71)
- ✚ Training (29)
- ✚ Guide Books (20)
- ✚ Communications (8)
- ✚ PAW/TAW (7)
- ✚ Rollout (7)
- ✚ Knowledge Web (5)
- ✚ “Thank you”s (4)
- ✚ Timing of Enhancements (1)

# Now What?!



# **Secretary Helene Nelson authorized a Quality Improvement Project**

*“This project will take into account both state and county needs for a ‘quality’ system – a system that is both effective and efficient in light of expectations for good child welfare practice, necessary reporting for federal purposes, and budgetary and staffing constraints.”*



# Project Goals

- ✚ Use quality improvement methodology to analyze data, interview and observe workers, and consult with users of the system to determine changes needed. Reinforce the approach that the people who use eWiSACWIS and practice child welfare drive changes to be implemented.
- ✚ Implement changes in system process and procedures that will reduce workload and increase satisfaction as quickly as possible.
- ✚ Develop a sustainable continuous quality improvement (CQI) process and assign responsibility that could include regularly scheduled worker surveys, a regular user advisory group, eWiSACWIS reports on use and practice for feedback.

# Counties' Role

- ✚ **Steering Committee** – members will include representatives from Counties, DCFS, and the DHFS Chief Information Officer.
- ✚ **Facilitation and Consultation Team** —this team will be a combination of County and State staff and consultants.
- ✚ **Volunteer Counties** – for interviews and observation of eWiSACWIS use.
- ✚ **Implementation Team** – County/State staff will participate in validating data results, identifying and classifying problems, determining solutions and priorities, testing and piloting solutions, and implementing changes.

# My Role

- ✚ Manage the daily activities of the project,
- ✚ support the steering committee and project teams,
- ✚ ***communicate project status regularly to all parties,***
- ✚ ensure deliverables are met, and
- ✚ identify issues needing resolution.

# Communication Plan

✚ Establish website:

[www.dhfs.wi.gov/qi](http://www.dhfs.wi.gov/qi)

with links to/from

✚ WI County Human Services Assc (WCHSA)

✚ DHFS

✚ eWiSACWIS Knowledge Web

# Communication Plan

The website will have:

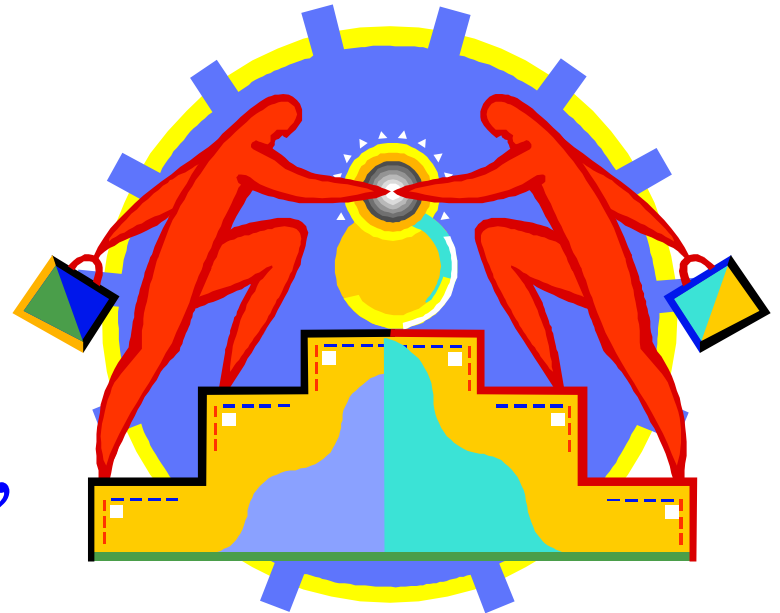
- ✚ The Project Plan
- ✚ This Power Point presentation
- ✚ All of the survey results, including all comments (identifiers removed, where necessary)
- ✚ Frequently Asked Questions – along with a spot for you to submit questions/suggestions
- ✚ A “Volunteer for this Project” form
- ✚ Other? (What would you like to see)

**Suggestions or other ideas  
to improve the  
Communication Plan  
and/or the  
Project Plan**



Remember,  
this project will succeed only  
if you tell us:

1. What works,
2. What needs fixing,
3. Why, and
4. How it needs to work/look





**For coming, for your input  
and for all you do for kids!**